

SECURITY TIPS & REQUIREMENTS

- At the completion of each shift/day, record the game numbers, pack numbers and ticket numbers of all tickets in your dispenser. If a theft were to occur, you'll have all the necessary information to give Lottery Security. Those tickets will be blocked and your store will receive credit.



- At the completion of each shift/day, balance your sales and payouts with the lottery terminal. The terminal will have a record of all tickets cashed/printed at your location.

- Two passwords for the terminal can be provided upon request: a manager's password and a clerk's password. The clerk's password allows employees to cash tickets, receive orders, run reports and print online tickets. The manager's password will access these same functions and will also activate instant tickets.

- Always treat lottery tickets like cash and store in a secure area.

- **Never "sight validate" a ticket. Always use the terminal to validate lottery tickets.**

- Prominently display all point-of-sale materials provided by your lottery representative.

- Post your Arkansas Scholarship Lottery retailer license within easy view.

- Terminal paper and scratch tickets are not transferable between retailer locations.

- Verify all lottery ticket orders against the manifest and "receive" tickets into your lottery terminal. Immediately contact Lottery Security if any discrepancies are noted.

- At End of Game last-sell date, promptly remove End of Game packs/tickets, and present them to your lottery representative for credit.

- Check your basic security features (doors/locks, alarm, video, etc.) regularly to be sure they are in good working order.

- Ensure that your location is and remains in compliance with the Americans with Disabilities Act.

- Remember to enforce requirements that clerks must be at least 18 years of age to sell lottery products and that the sale of lottery products to anyone under 18 is prohibited (A.C.A. § 23-115-901).



- Providing false information on your license application is prohibited (A.C.A. § 23-115-903).

- There are strict penalties for lottery fraud (A.C.A. § 5-55-501).

- **Lottery training for new employees is available upon request.**

- Lottery Security is available 24 hours a day for retailers to report stolen/missing lottery tickets.

**Simply call the Lottery Security hotline:
1-888-606-6292.**